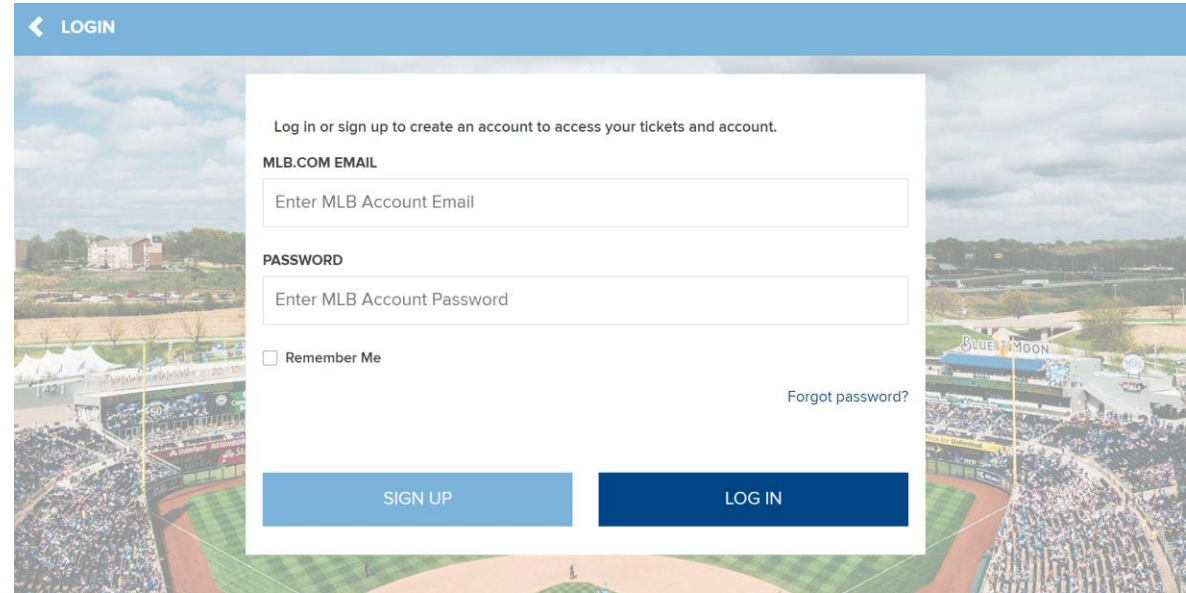




## **My Royals Exchange Guide**

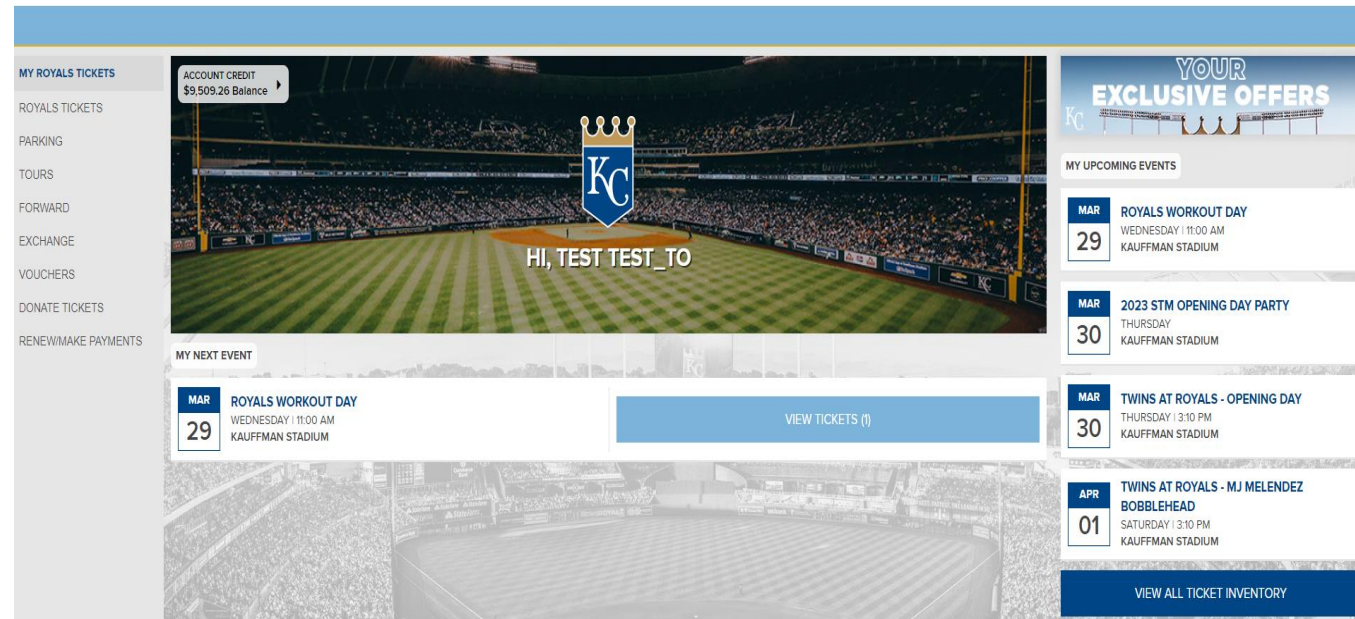
# Getting Started

- To log into your My Royals account, go to [www.royals.com/mytix](http://www.royals.com/mytix), and click 'Log In'.
- On the login page, enter your MLB.com email that is associated with your Royals season ticket account.

A screenshot of the MLB.com login page. The page has a blue header with a back arrow and the word "LOGIN". Below the header is a white login form. The form contains the following elements: a heading "Log in or sign up to create an account to access your tickets and account.", a section for "MLB.COM EMAIL" with a text input field labeled "Enter MLB Account Email", a section for "PASSWORD" with a text input field labeled "Enter MLB Account Password", a checkbox labeled "Remember Me", and a link labeled "Forgot password?". At the bottom of the form are two buttons: a light blue "SIGN UP" button and a dark blue "LOG IN" button. The background of the page is a photograph of a baseball stadium filled with spectators.


# My Royals Home Screen

- After logging in, you will see the home screen of your My Royals account.
- You will click on **EXCHANGE** along the left-hand side.







# Exchange

- Here, you will see a list of events that contains tickets eligible for exchange.
- Click into a specific game to select seats you are wanting to exchange out of.

SEPTEMBER 

Select an event from the list below that contains Exchange eligible tickets. Select the "View All Ticket Inventory" button to view all events.

 at 	<b>WHITE SOX AT ROYALS</b> WED. SEP 6, 2023 6:40 PM KAUFFMAN STADIUM	<a href="#">3 Seats   1 Parking</a>
 at 	<b>ASTROS AT ROYALS - VIVA LOS REALES</b> FRI. SEP 15, 2023 7:10 PM KAUFFMAN STADIUM	<a href="#">3 Seats   1 Parking</a>

# Exchange


- Click the checkbox next to each ticket you are wanting to exchange.
- Parking and game tickets will need to be exchanged separately.

Only tickets in the same grouping can be selected for one exchange action.

2023 FULL SEASON - ORDER #35352372

<input type="checkbox"/>	SECTION 234	ROW LL	SEAT 3
<input type="checkbox"/>	SECTION 234	ROW LL	SEAT 4

2023 PARKING FULL SEASON - ORDER #35352373

<input type="checkbox"/>	 PARKING PARKING		
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CONTINUE

# Exchange

**ASTROS AT ROYALS - VIVA LOS REALES**  
 FRI, SEP 15, 2023 7:10 PM  
 KAUFFMAN STADIUM

Only tickets in the same grouping can be selected for one exchange action.

2023 FULL SEASON - ORDER #35352372

<input checked="" type="checkbox"/>	SECTION 234	ROW LL	SEAT 3
<input checked="" type="checkbox"/>	SECTION 234	ROW LL	SEAT 4

2023 PARKING FULL SEASON - ORDER #35352373

<input type="checkbox"/>	PARKING	PARKING	
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[CONTINUE](#)

Exchanging 2 seat(s) from Astros at Royals - Viva Los Reales on Fri, Sep 15, 2023 7:10 PM

**ASTROS AT ROYALS - VIVA LOS REALES**  
 FRI, SEP 15, 2023 7:10 PM  
 KAUFFMAN STADIUM

TICKET DETAILS

<b>2 X PCKG-FULL SEASON</b>	
SECTION	234
ROW	LL
SEAT(S)	3, 4
PRICE	-\$90.00

Continue to the next step to view the events that are eligible in exchange for the tickets you've selected to return. If the event you desire is not listed, it may be due to a lack of available seating or is not an equivalent option for the tickets ...  
[More Info](#)

[FIND ELIGIBLE EVENTS](#)

- After selecting the tickets, you are wanting to exchange, click continue.
- Next will be a summary of the tickets you selected, along with the value.
- Click "Find Eligible Events" to bring up the list of eligible events.



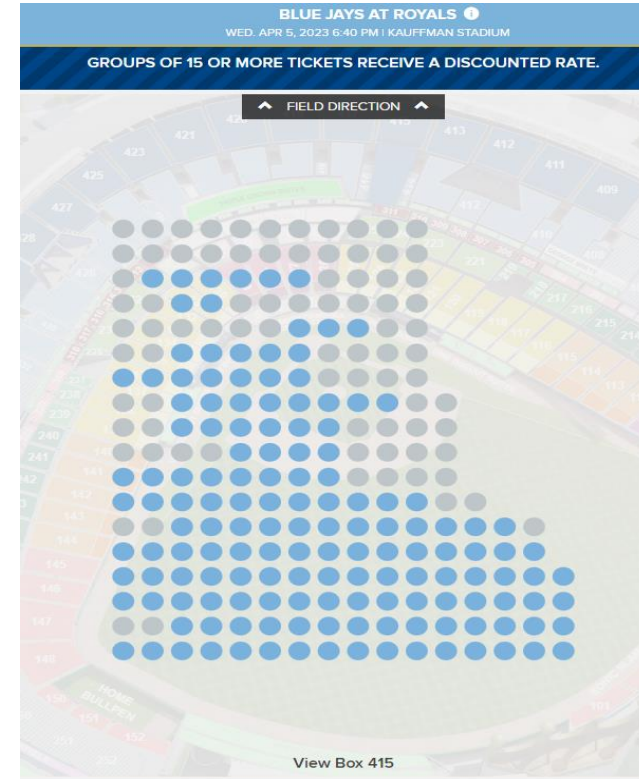
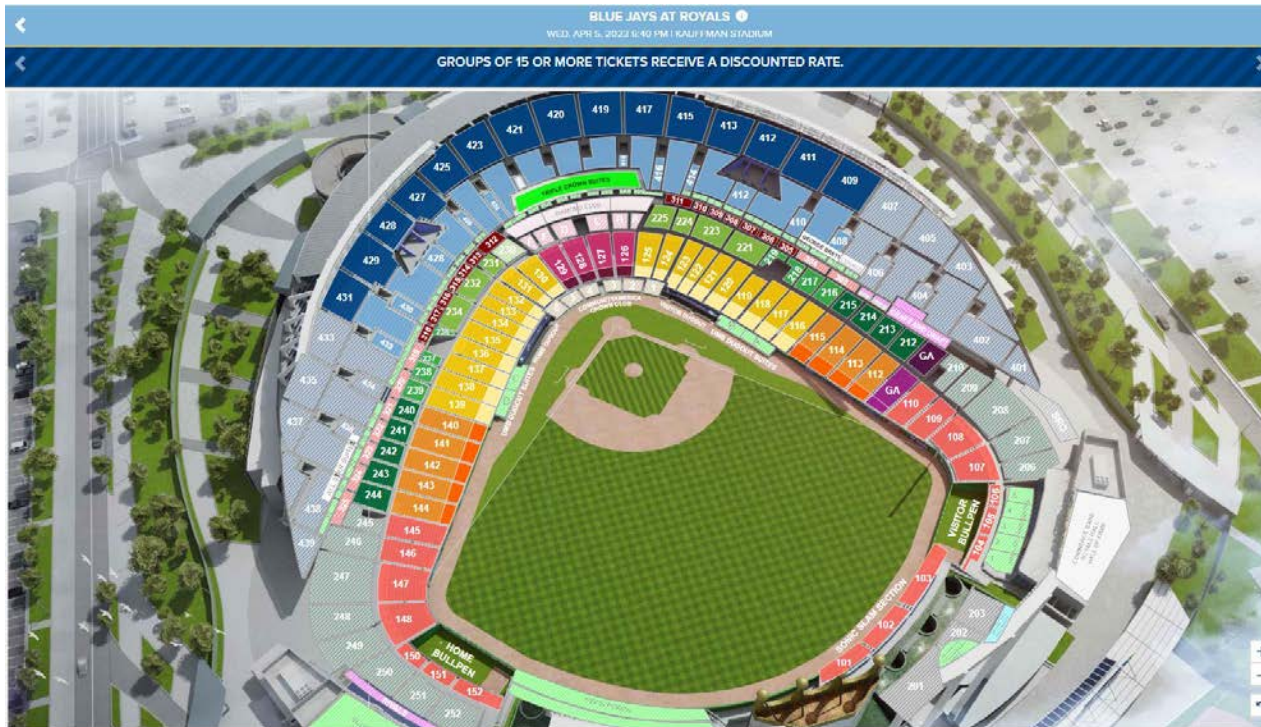
# Exchange

- You will now see a list of eligible games.
- Note:
  - Sunday-Thursday games can only be exchanged for Sunday-Thursday games.
  - Friday-Saturday games can be exchange for any game.
- Click on the game you are wishing to exchange your tickets into.

The screenshot shows the 'EVENT LIST' interface for the Royals. At the top, there are filters for 'SORT BY' (Date Earliest - Latest), 'DATE RANGE' (Apr 2023 - Oct 2023), and 'DAY' (All Days). Below the filters, it indicates 'EVENTS 80 RESULTS'. The list contains the following games:

DATE	OPPONENT	DAY	TIME	STADIUM
APR 01	TWINS AT ROYALS - MJ MELENDEZ BOBBLEHEAD	SATURDAY	3:10 PM	KAUFFMAN STADIUM
APR 02	TWINS AT ROYALS	SUNDAY	1:10 PM	KAUFFMAN STADIUM
APR 03	BLUE JAYS AT ROYALS	MONDAY	6:40 PM	KAUFFMAN STADIUM
APR 04	BLUE JAYS AT ROYALS - DOLLAR DOG NIGHT	TUESDAY	6:40 PM	KAUFFMAN STADIUM
APR 05	BLUE JAYS AT ROYALS	WEDNESDAY	6:40 PM	KAUFFMAN STADIUM
APR 06	BLUE JAYS AT ROYALS	THURSDAY	1:10 PM	KAUFFMAN STADIUM

# Exchange

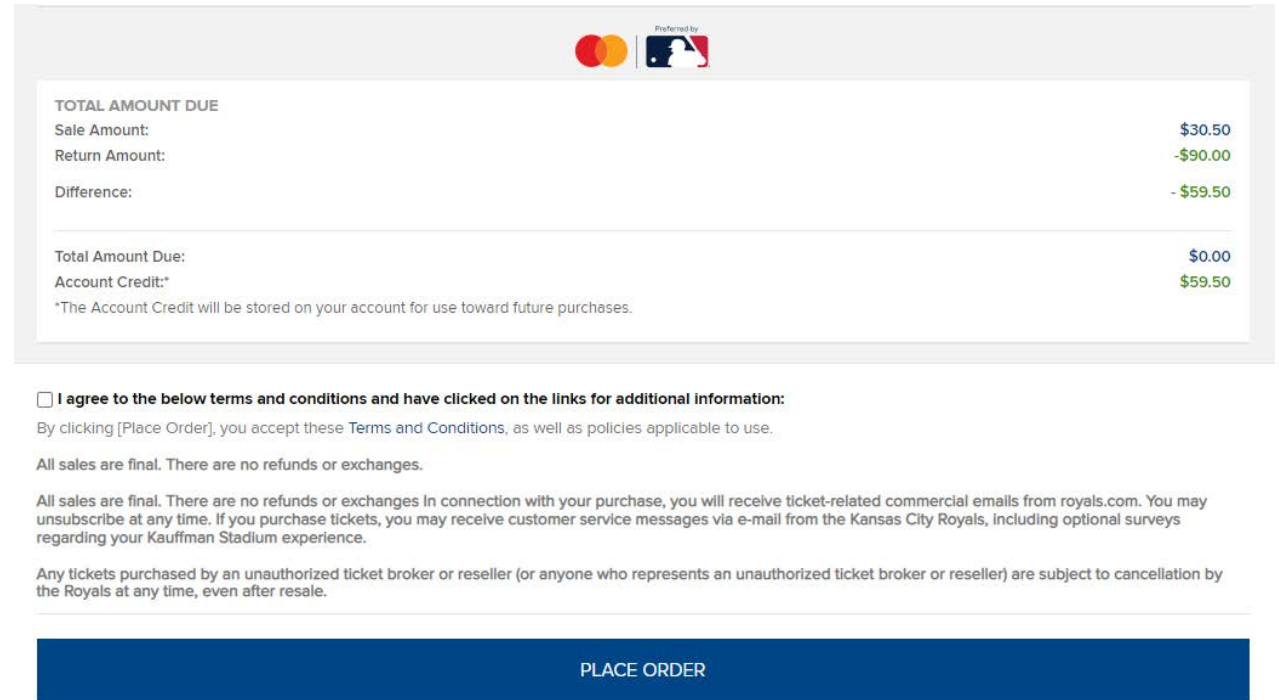


- Select from one of the highlighted sections to see availability.
- Within that section, select the seats you would like.
- You can only exchange like quantities (ex. 1 ticket for 1 ticket, 2 tickets for 2 tickets).



# Exchange

- On the payment page, you may need to pay the difference of the tickets depending on the seating category you are exchanging into.
- If you are exchanging to a lesser seating category, you will receive a credit on your account.
  - You can use the credit on ticket purchases during the 2023 regular season.
  - Credit expires at the end of the 2023 regular season.



MasterCard Preferred by

<b>TOTAL AMOUNT DUE</b>	
Sale Amount:	\$30.50
Return Amount:	-\$90.00
Difference:	-\$59.50
<hr/>	
Total Amount Due:	\$0.00
Account Credit*:	\$59.50

\*The Account Credit will be stored on your account for use toward future purchases.

I agree to the below terms and conditions and have clicked on the links for additional information:  
By clicking [Place Order], you accept these Terms and Conditions, as well as policies applicable to use.

All sales are final. There are no refunds or exchanges.

All sales are final. There are no refunds or exchanges In connection with your purchase, you will receive ticket-related commercial emails from royals.com. You may unsubscribe at any time. If you purchase tickets, you may receive customer service messages via e-mail from the Kansas City Royals, including optional surveys regarding your Kauffman Stadium experience.

Any tickets purchased by an unauthorized ticket broker or reseller (or anyone who represents an unauthorized ticket broker or reseller) are subject to cancellation by the Royals at any time, even after resale.

PLACE ORDER

# Exchanging Parking

**ASTROS AT ROYALS - VIVA LOS REALES**  
 FRI, SEP 15, 2023 7:10 PM  
 KAUFFMAN STADIUM

Only tickets in the same grouping can be selected for one exchange action.

2023 FULL SEASON - ORDER #35352372

<input type="checkbox"/>	SECTION 234	ROW LL	SEAT 3
<input type="checkbox"/>	SECTION 234	ROW LL	SEAT 4

2023 PARKING FULL SEASON - ORDER #35352373

<input checked="" type="checkbox"/>	<b>P</b> PARKING PARKING
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PARKING - BLUE JAYS AT ROYALS  
TUE, APR 4, 2023 6:49 PM | ROYALS PARKING



- To exchange parking, follow the same steps as if you are exchanging your game tickets.
- After selecting the game, click "add to cart" to add your parking and complete the checkout process.



## Additional Information

- For more information regarding the MLB Ballpark app, visit [www.royals.com/ballparkapp](http://www.royals.com/ballparkapp)
- You may also contact us at 816-504-4040, option 3 or email us at [seasonticketmember@royals.com](mailto:seasonticketmember@royals.com) with any questions.